



## Revenue Careers



**Tired of Diminishing Returns? Invest in a Great Career at Revenue!**

### Great Careers!

Explore opportunities with Department of Revenue! Revenue's dynamic team is comprised of dedicated professionals who fairly and efficiently collect revenues and administer programs to fund public services, and advocate sound tax policy. We provide great solutions and service by attracting and retaining the best talent and building a diverse workforce. Our employees are our greatest asset. As a member of Revenue's team, you have an important role in our agency mission.

### Great Talent!

The Department of Revenue employs approximately 1,000 people, including revenue auditors and agents, tax examiners, administrative law judges, property appraisers, foresters, and computer analysts.

### Great Location!

Revenue headquarters is located in Olympia, home to the state capitol. The city, located on Puget Sound's southernmost tip, is rich in history, culture, and natural

**Position:** District Compliance Manager (WMS2)  
**Division:** Compliance

**Location:** Federal Way, WA  
**Notice:** WMS 05-0019

**Opens:** January 23, 2006  
**Closes:** January 31, 2006

### Primary Duties:

Manages and directs high volume-oriented collection unit utilizes a predictive dialer system to contact taxpayers. This system interfaces with the telephone and the agency's mainframe computer system to speed collections by automatically selecting delinquent taxpayers using pre-defined criteria. Acts as work unit's campaign director and system administrator ensuring that programs are carried out in a manner that aligns operations and activities with the agency's strategic business plan. Ensures superior taxpayer assistance delivery and supports taxpayer education programs in the office's geographical area. Responsible for security procedures and inventory control in Compliance facility. Other duties as assigned.

### Compensation:

\$ 52,050 to \$63,617 annually (WMS 2), depending on qualifications. Outstanding benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; Commute Trip Reduction Incentives; flexible work hours; training; and state retirement plans.

### Desired Qualifications (Knowledge, Skills & Abilities):

Working knowledge and full utilization of management principles including staff supervision, motivation, and coaching skills, project management, budgeting, negotiation skills, oral and written communication skills, interviewing skills, quality/continuous improvement tools, and meeting management skills. Knowledge of the operation of a call center using predictive dialer technology. Ability to interpret and apply merit system rules, the collective bargaining agreement, and agency policies in the management and direction of Compliance staff. Knowledge and ability to interpret excise tax laws and rules, Attorney General opinions, appeals or court decisions, and compliance procedures. Ability to analyze the impact of new legislation and or policy changes.

beauty. Olympia's location provides easy access to the Cascade Mountains, Olympic Peninsula, and the Pacific Ocean.

### Great Benefits!

- Competitive salaries
- Excellent health and retirement benefits
- Generous paid vacation and holidays
- Promotion opportunities
- Cross-training opportunities
- Continuous learning opportunities
- Talented co-workers
- Meaningful and ethical work
- Serving citizens and making a difference

Visit us at [www.dor.wa.gov](http://www.dor.wa.gov)

### How to Apply

E-mail: [jobs@dor.wa.gov](mailto:jobs@dor.wa.gov)

FAX: (360) 664-0658

Mail: Department of Revenue  
Office of Human Resources  
Attention: Recruitment  
P.O. Box 47463  
Olympia, WA 98504-7463

### Working Together to Fund Washington's Future

Ability to manage an office in a manner that promotes teamwork and customer services. Ability to supervise the work of professional staff to meet program needs.

The successful candidate should possess a Bachelor's or advanced degree, business, public administration or related field.

### How to Apply:

A letter of interest addressing your experience and qualifications relevant to the position, completed state application, a resume listing name of employer, dates of employment, education, and a minimum of three employment references with current telephone numbers: one supervisor, one subordinate, and one person outside your immediate work environment.

You are encouraged to return a voluntary Applicant Profile Data Sheet. Applicant Profile Data Sheets can be downloaded at <http://hr.dor.wa.gov/forms/ApplicantProfileDataForm.doc> Completion of this form is voluntary. Information gathered will be used for statistical purposes only and will be kept confidential.

**Application materials must be received in the Office of Human Resources by 5:00 PM on the closing date of the recruitment announcement to the following address:**

Submit Applications to:

E-mail: [jobs@dor.wa.gov](mailto:jobs@dor.wa.gov)  
*please indicate position title in subject line*

Fax: (360) 664-0658  
*please indicate position title on cover*

Mail: State of Washington Department of Revenue  
Office of Human Resources  
Attention: Recruitment  
P.O. Box 47463  
Olympia, WA 98504-7463

### Special Note:

Prior to any new appointment into the Department of Revenue, a background check will be conducted.

The Washington State Department of Revenue is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability, who need assistance in the application/testing process, or those needing this job announcement in an alternative format, may call the Office of Human Resources at (360) 725-7501, TDD/TTY (360) 664-0580.